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WRITER'S DIRECT DIAL NUMBER (202)

August 10, 1995

RECEIVED

AUG 10 1995

Mr. William F. Caton
Acting Secretary
Federal Communications Commission
1919 M Street, N.W.
Room 222
Washington, D.C. 20554

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF SECRETARY

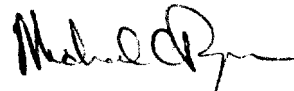
Re: Ex Parte Presentation--RM-8658

Dear Mr. Caton:

On Thursday, August 10, 1995, Mr. James Valentine of the Wireless Communications Council, Ms. Susan Coffman of the Alexander Graham Bell Association for the Deaf, Ms. Brenda Battat of Self-Help for Hard of Hearing People and I met with Mr. John Cimko, Ms. Nancy Boocker and Mr. Stanley Wiggins of the Wireless Telecommunications Bureau on behalf of HEAR-IT NOW to discuss issues regarding hearing aid compatibility with wireless technology. The attached documents, which provide background material regarding the Alexander Graham Bell Association for the Deaf and Self-Help for Hard of Hearing People, were distributed at the meeting.

Pursuant to Section 1.1206 of the Commission's Rules, an original and one copy of this letter are being filed with your office. If you have any questions concerning this submission, please contact the undersigned at (202) 861-1728.

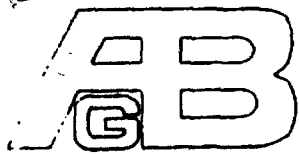
Sincerely yours,



Michael Ruger

cc: Mr. John Cimko
Ms. Nancy Boocker
Mr. Stanley Wiggins

No. of Copies rec'd 0+1
List A B C D E



Alexander Graham Bell Association for the Deaf, Inc.

3417 Volta Place, N.W., Washington, D.C. 20007 Tel: (202) 337-5220

Established in 1890 to encourage the use of residual hearing and the teaching of speech and speechreading.

OBJECTIVES

The Alexander Graham Bell Association for the Deaf is a nonprofit membership organization that exists to:

- Encourage people who are hearing impaired to communicate by developing maximal use of residual hearing, speechreading, and speech and language skills.
- Promote better public understanding of hearing loss in children and adults.
- Promote detection of hearing loss in early infancy, as well as prompt and continued use of appropriate hearing aids.
- Inform, encourage, and empower adults who are deaf or hard of hearing and parents of children who are hearing impaired to function independently.
- Collaborate on research relating to auditory/verbal communication.
- Work for better educational opportunities for children who are hearing impaired.
- Provide inservice training for teachers of children who are hearing impaired.
- Provide scholarships for students with hearing impairment attending regular universities and colleges.
- Gather and disseminate information on hearing impairment, including its causes and options for remedial treatment.
- Collaborate with doctors, audiologists, speech/language specialists, and educators to promote educational, vocational, and social opportunities for individuals of all ages who are hearing impaired.

HISTORY

Founded in 1890 by Alexander Graham Bell, the organization has members in 64 countries. The Volta Bureau, initially built in 1894 to house an archival collection of volumes on deafness, serves as the headquarters of the Bell Association. Located in Washington, DC, the building is a National Historic Landmark.

FUNDING

Approximately 5% of the association's income is provided by interest from trust funds set up by Dr. Bell. The major sources of revenue are contributions from corporations, foundations and individuals, membership dues, proceeds from the sale of publications on all aspects of deafness, and conferences and conventions.

ADMINISTRATION

The Board of Directors consists of 19 voting members, including a state chapter representative and representatives from the association's three sections which are our: International Organization for the Education of the Hearing Impaired (IOEHI), Oral Hearing-Impaired Section (OHIS) and Parents' Section (PS).

PROGRAMS AND SERVICES

The Bell Association provides a wide range of programs and services.

● **Advocacy**-The association has a comprehensive advocacy and education program and works in coalition with other national and international organizations to empower children and adults who are deaf or hard of hearing. The association monitors federal legislation; participates in establishing standards for educators and related personnel; promotes accessibility and develops public awareness through news releases; media interviews; and through its major national leadership role in the Better Hearing and Speech Month campaign held annually in May.

● **Free First-Year Parent Membership**-These are given to ensure that parents of children who are hearing impaired have the opportunity to benefit from the association's programs and services. Free first-year memberships are provided upon application and have been awarded to over 5,000 families.

● **Children's Rights**-Qualified member volunteers throughout the United States, Canada, India, and Mexico work to ensure that children and adolescents who are hearing impaired get the support and educational opportunities that they need. Within the United States, parents are advised on all aspects of PL 94-142 (Individuals with Disabilities Education Act/I.D.E.A.) and PL 99-457 (Infants and Toddlers law).

● **Parent/Infant Preschool Services Financial Aid**-Grants are awarded to families of infants and preschool aged children. These are given to help ensure that parents of children who are moderately to profoundly hearing impaired can cover costs associated with educational and rehabilitative services. \$500,000 has been distributed to families throughout the United States and internationally.

● **Art and Science Awards**-Given to students who are oral and moderately to profoundly hearing impaired attending extracurricular activities in art or science. Over \$75,000 in grants has been awarded to recipients in the United States and internationally.

● **Financial Aid Awards**-Given to students from the United States and internationally who are prelingually/moderately to profoundly deaf, under the age of 19 years, and enrolled in independent or parochial schools for students with normal hearing. Since its inception, the program has awarded over \$500,000.

● **Scholarships**-Awarded to students from the United States and internationally who are prelingually deaf or hard of hearing, attending or planning to attend regular universities and colleges, and who use speech and speechreading to communicate, the program has awarded over \$500,000 in scholarships.

● **Publications**-Textbooks published by the Bell Association can be found in universities and colleges, wherever teacher training programs exist, in schools, and in private homes. The authors are leaders in the field of auditory/oral education. Parents may select literature written specifically for them, and adults with hearing loss can find material on hearing aids, lipreading and auditory training. Members receive the association's timely and informative magazine, VOLTA VOICES, and may opt to receive our professional journal, THE VOLTA REVIEW.

● **Information**-More than 20,000 inquiries are received each year from all over the world including questions about tinnitus, cochlear implants, training programs, oral interpreting services, lipreading courses, television captioning, signaling devices for the home, employment, and the Americans with Disabilities Act.

● **Chapters**-The association has a network of state and provincial chapters as well as international affiliates which provide additional opportunities for participation in a wide range of activities.

● **Regional Educational Conferences and Workshops**-Held in various locations throughout the United States and Canada for parents, adults who are hard of hearing or deaf, and educators. Attendance at programs sponsored by the association permits professionals to earn Continuing Education Units.

● **Biennial International Convention**-Lasting five days, each convention provides over 200 presentations on topics of interest to professionals, adults, and adolescents who are hearing impaired, as well as to their families.

● **Research Library**-The Volta Bureau Library contains one of the world's largest historical collections of information on deafness. In addition to the main collection, the library houses a significant archival collection dating from the 16th century. The Library also contains many early photographs, personal correspondence of Alexander Graham Bell, Helen Keller, and Anne Sullivan, and a collection of antique hearing aids.

Share IN ALEXANDER GRAHAM BELL'S DREAM

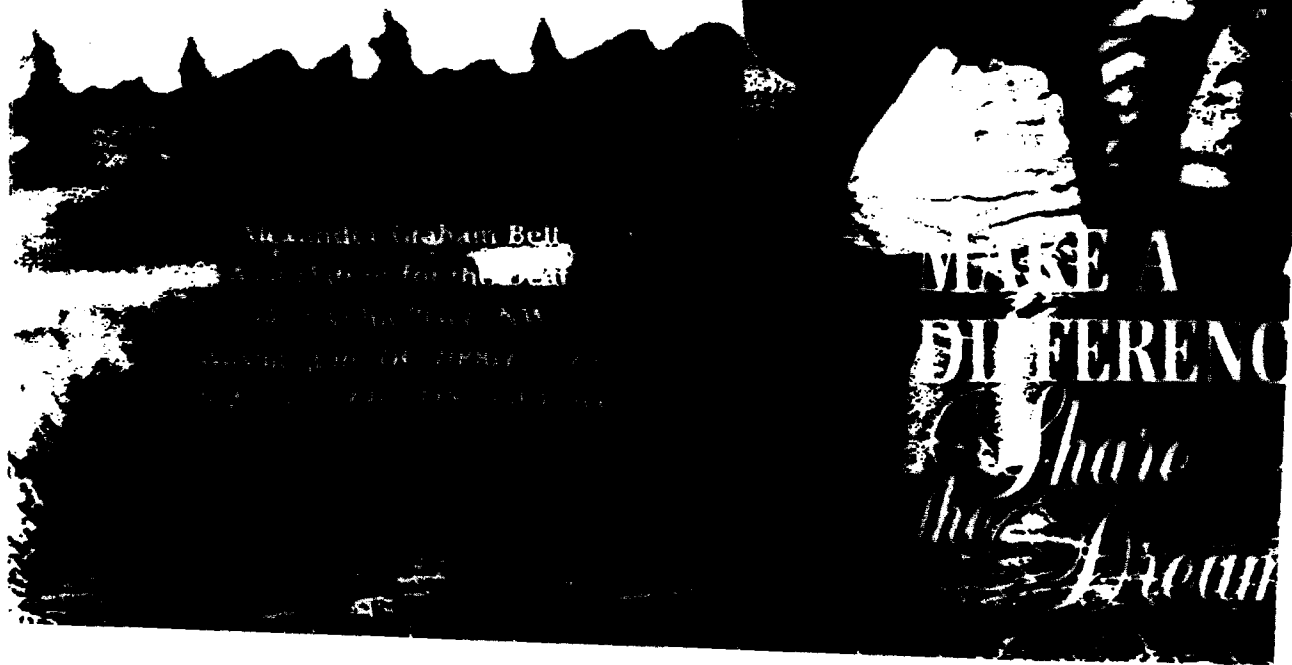
Alexander Graham Bell believed that every child with a hearing impairment deserved the opportunity to learn to speak. He devoted much of his life to helping children who were deaf or hard of hearing develop their listening, speaking, and speechreading skills.

To make his dream come true, this great teacher and friend of deaf and hard of hearing children and adults founded the Alexander Graham Bell Association for the Deaf in 1890. Today, this Association continues Bell's work through a comprehensive program of services designed to empower individuals of all ages who are hearing impaired for full, independent participation in society.

Join us and share in Dr. Bell's dream! Together we can make a difference.



A youthful Helen Keller chats with Dr. Alexander Graham Bell and her teacher, Miss Anne Sullivan.



Name _____

Address _____

City _____

State _____ Zip _____

Phone Number _____

☐ Enclosed is my check

OR

☐ Charge my membership to:

MasterCard ☐ VISA ☐

Account Number _____

Expiration Date _____

Signature _____

Daytime Phone Number _____

Please check the category that best describes you.

☐ Individual with hearing impairment

☐ Parent/grandparent of child with hearing impairment

☐ Administrator

☐ Educator of people who are hearing impaired
working primarily in:

☐ day program ☐ residential program

☐ mainstream school

☐ teacher preparation ☐ preschool/infant

☐ elementary ☐ secondary

☐ Audiologist: ☐ in school ☐ in clinic

☐ Speech/language pathologist

☐ Physician

☐ Hearing aid dealer

☐ Other

Please send additional information on:

☐ International Organization for the Education of the
Hearing Impaired (IOEHI)

☐ Parents' Section (PS)

☐ Oral Hearing-Impaired Section (OHIS)

☐ Chapter formation or participation

Please return form to:

Alexander Graham Bell Association for the Deaf
3417 Volta Place, NW
Washington, DC 20007-2778



Photo courtesy of Mrs. Smaltz

**BELL MEMBERS
RECEIVE MANY
VALUABLE
SERVICES**

- PUBLICATIONS/VIDEOTAPES
- 15% DISCOUNT ON BELL PUBLICATIONS
- THE VOLTA REVIEW
- VOLTA VOICES
- CONFERENCES/CONVENTIONS
- THREE SECTION AFFILIATIONS: OHIS, PS, IOEHI
- SCHOLARSHIPS/AWARDS
- INFORMATION SERVICES
- HEARING ALERT! PROGRAM
- CHILDREN'S RIGHTS PROGRAM
- ARCHIVAL LIBRARY
- STATE CHAPTERS INFORMATION
- GOVERNMENTAL AND EDUCATIONAL ADVOCACY SERVICES
- EMPLOYMENT/ACCESSIBILITY INFORMATION
- TECHNOLOGY UPDATES
- PHYSICIAN HOTLINE
- AND MORE...

MAKE A DIFFERENCE

The mission of the Alexander Graham Bell Association for the Deaf, a non-profit organization comprised of individuals who are hearing impaired, parents, professionals, and other interested persons, is to empower persons who are hearing impaired to function independently by promoting universal rights and optimal opportunities for such persons, from infancy through adulthood, to learn to use, maintain, and improve all aspects of their verbal communication, including their abilities to speak, speechread, use residual hearing, and process both spoken and written language.

Membership in the Bell Association includes both services and support. For example, our periodicals report on medical, educational, and technological developments of interest to individuals who are deaf or hard of hearing, parents, educators, and others interested in the field. Members receive regular updates on pending or recently passed legislation related to issues affecting people with hearing impairments.

Your membership in the Bell Association is a commitment to broadening educational, vocational, and personal opportunities for people with hearing impairments. Today, individuals who are deaf or hard of hearing are listening and speaking because of the encouragement, support, and patience they have received from concerned parents, professionals, and friends. YOU truly can make a difference.



Photo courtesy of Debra Embrey

Oral Hearing-Impaired Section (OHIS)

OHIS is an active service group of adults and youths with hearing impairments who choose to communicate through spoken language and speechreading. OHISers have joined together to encourage using the auditory-oral approach in educating children with hearing impairments. OHIS members speak and write about their personal experiences, thereby illustrating the fact that oral communication is feasible and worthwhile. Members of this section of the Bell Association are role models and advocates of the Association's mission. They provide living inspiration to children who are hearing impaired, their parents, their teachers, and educational and governmental agencies.

Parents' Section (PS)

The Parents' Section is a network of individual parents and community-based parent support groups whose primary concern is continuing public education about the necessity of early diagnosis, auditory training, and language and speech training for children who are hearing impaired. The Parents' Section also works to preserve parents' and children's rights by advocating auditory-oral education and arranging special sessions for parents at regional, national, and international meetings of the Bell Association. Through these activities, parents of children who are hearing impaired can coordinate their efforts with other parents from around the world.

International Organization for the Education of the Hearing Impaired (IOEHI)

IOEHI is made up of Bell Association members who have undergone academic preparation for teaching children who are hearing impaired or are in related professional fields of speech/language pathology, audiology, psychology, otology, or social services. IOEHI promotes excellence in education for children and adults who are hearing impaired, encourages scientific study of the educational and communicative processes, and stimulates the exchange of information among educators through publications, dissemination of research findings, and professional meetings and seminars. Professionals and students in the field of education of people with hearing impairments, and related disciplines, are encouraged to join IOEHI.

BELL ASSOCIATION SERVICES

Publications

Volta Review. Each year four regular and one single-topic monograph highly respected journal bring you the latest theory, research, current perspectives, and practical guidance from specialists in education, audiology, speech and language sciences, technology. Each issue contains the Focus - a group of chapters exploring a specific topic in

Volta Voices. Published six times a year, this comprehensive magazine serves our membership as well as those interested in the field. *Volta Voices* carries inspirational stories from parents, news of timely and technological developments, the latest trends in the education of children who are hard of hearing, and much more.

Memberships and Awards

Awards are given to parents of infants to help defray the many expenses associated with early intervention, education, and rehabilitative services. Research and science awards help alleviate the costs of extracurricular activities for students. Professional and Association honors are awarded to individuals and programs making outstanding contributions to the field of oral education. Annual financial assistance awards help oral, profoundly deaf students attending independent or mainstream schools. Scholarships encourage profoundly deaf college students to continue their studies in mainstream settings.

Youth Achievement Awards recognize special accomplishments of youths with hearing impairments.

Services

The Bell Association is pleased to provide you with a variety of texts, brochures, audiovisual materials and software available for purchase. Our publications are in the areas of auditory training, speech, hearing, consumer information, and more. Members receive a 15% discount on most purchases.

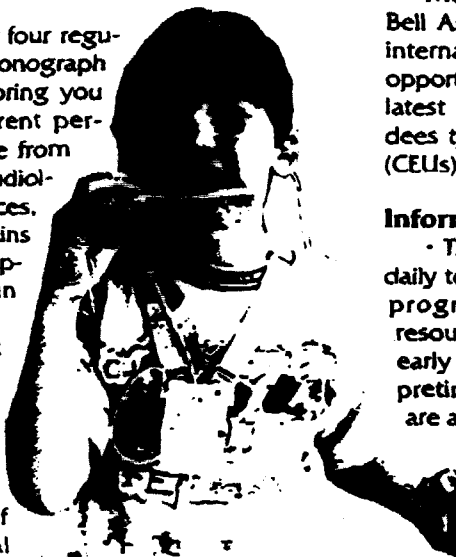


Photo courtesy of Debra Embrey

Conferences and Conventions

Members qualify for special registration rates at Bell Association conferences, workshops, and biennial international conventions. These forums provide the opportunity to share experiences and also to learn the latest in education, research, and technology. Attendees typically can receive Continuing Education Units (CEUs).

Information Services

- The Bell Association's professional staff responds daily to many questions and concerns about education programs, career development, and general resources. Information brochures on topics such as early detection, mainstreaming, employment, interpreting, speechreading, parenting, and technology are available upon request.

- A public information campaign, *Hearing Alert!*, encourages early detection of hearing loss in infants. Pamphlets listing indicators and steps to take if a loss is suspected are widely distributed.

- One of the world's most outstanding archival libraries on deafness is housed at the Association's headquarters in Washington, D.C. Members are encouraged to visit!

Chapters

The Bell Association has over 20 chapters throughout the United States and Canada which strive to provide information and support on a more local level. The Association has also instituted an international affiliate program.

Children's Rights Program

- A staff coordinator and a nationwide team of qualified volunteers provide consulting services to parents, ensuring educational placement in a program emphasizing the use of residual hearing, speechreading, and spoken communication.

- The Children's Rights Program actively advocates for the legal rights of children who are hard of hearing or deaf.



Photo courtesy of Debra Embrey



Photo courtesy of Mrs. Menonca

MEMBERSHIP APPLICATION

Yes, I would like to support and receive the many services offered by the Bell Association.

Opportunities for Giving

The Alexander Graham Bell Association for the Deaf, Inc. is a charitable non-profit organization that does not receive Federal, state, or local government funding support. Tax-deductible contributions from individuals, corporations, foundations, and service groups help us to continue and expand our services. Your support is requested and encouraged in one or more of the following areas.

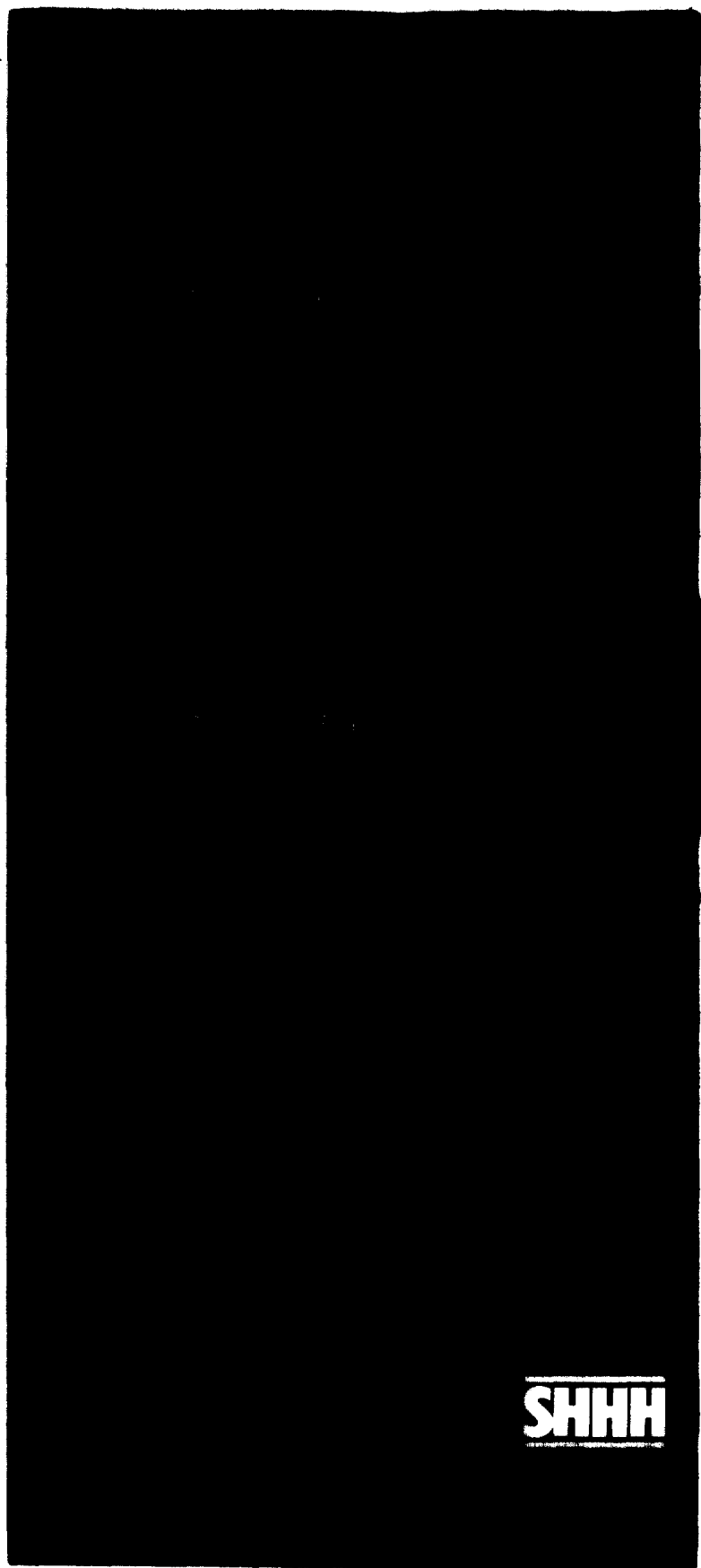
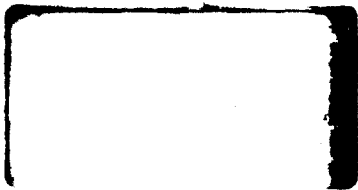
- ☐ Ongoing Programs ☐ PS ☐ IOEHI
☐ Children's Rights ☐ OHIS ☐ Chapters

Membership Categories*

- ☐ 1 yr. Regular Active Membership.....\$40.00
☐ 2 yr. Regular Active Membership.....\$74.00
☐ 1 yr. Husband/Wife Membership.....\$50.00
 (one copy periodicals & notices; 2 membership votes)
☐ 1 yr. Parent of Child with a Hearing Impairment (no *Volta Review*).....\$30.00
☐ 1 yr. Student Membership (full time).....\$20.00
☐ 1 yr. Retired Membership (over 65).....\$20.00
☐ Life Membership (18 and Over).....\$750.00
☐ *Volta Review* Binder.....\$8.95

*Add \$5.00 per year for Canada and Mexico; \$8.00 for all other countries. Remit all funds in U.S. dollars. Make checks payable to the A.G. Bell Association. Dues include \$8.00 for *Volta Review* and \$10.50 for *Volta Voices*.

Membership Dues \$ _____
 Additional Contribution \$ _____
 Total U.S. dollars remitted \$ _____



SHHH

HEARING LOSS IS INVISIBLE

Do you hear but not understand?

Do you have difficulty understanding the radio, television, or telephone?

Do you find yourself asking others to repeat what they said?

Do you tend to avoid people and gatherings?

YOU ARE NOT ALONE!

More than 28 million Americans have a hearing loss that can hinder daily communication. This invisible condition affects us and everyone around us — our family, friends, and co-workers.



DID YOU KNOW...

- ◆ People with hearing loss wait an average of seven years before seeking help?
- ◆ 75 percent of people who could benefit from hearing aids are not using them?
- ◆ By age 65, one out of three people has a hearing loss?
- ◆ 30 of every 1,000 school-age children have a hearing loss?
- ◆ 60 percent of people with hearing loss are between the ages of 21 and 65 (working age)?

WHAT IS SHHH?

Self Help for Hard of Hearing People, Inc., a non-profit, educational organization, is dedicated to the well-being of people of all ages and communication styles who do not hear well. SHHH is the largest international consumer organization of its kind.

SHHH has a national office with a knowledgeable staff waiting to hear from you. We have a dedicated international membership, a nationwide support network of chapters and groups, and a sister organization in Australia. Our volunteer board of trustees is comprised of SHHH members from all over the country.

EDUCATION

- ◆ Our primary purpose is to educate ourselves, our families, friends, co-workers, teachers, hearing health care providers, industry, government, and others about hearing loss.
- ◆ We provide information on many aspects of hearing loss, from technological and medical advances to coping and parenting strategies.
- ◆ We want to help you become an informed consumer on what options are available to you to help you make the best decisions on how to deal with hearing loss.

ADVOCACY

- ◆ SHHH is a leading voice in improving communication access for people with hearing loss. We advocate for communication access in the workplace, hotels, schools, court systems, medical, and entertainment facilities.
- ◆ We encourage and participate in research to improve hearing aids, assistive listening devices, and other technology needs of consumers with hearing loss. We push for research on understanding the causes of hearing loss and for development of new treatments.
- ◆ We testify before federal, state, and local legislative bodies on issues concerning people with hearing loss. We help implement federal and state laws which benefit people with hearing loss.

SELF HELP

- ◆ SHHH believes people with hearing loss can help themselves and one another to participate fully and successfully in society. We work to develop options for ourselves and open doors for others.
- ◆ We provide support in setting up local support groups.

We are
the
catalyst
that
makes
mainstream
society
accessible
to people
who are
hard of
hearing.
We
accomplish
this
through
education,
advocacy,
and
self help.

SHHH

Self Help for
Hard of Hearing
People, Inc.



YOUR SUPPORT HELPS PROVIDE:

National Office

Responds to inquiries about hearing loss and makes referrals. Represents people with hearing loss in government, professional, academic and research forums.

Chapter and Group Network

A nationwide support network of chapters and groups that meets regularly to learn about hearing loss and coping strategies through self help. Chapter and group members help make their communities and states more accessible for people with hearing loss.

SHHH Journal

Award-winning bimonthly magazine about hearing loss with an estimated readership of 200,000.

National Programs

Programs promoting awareness, education, employment, and communication access.

Discounted Publications/Resource Materials

Covering all aspects of hearing loss such as causes, coping strategies, technology, and more.

Americans with Disabilities Act (ADA) Information

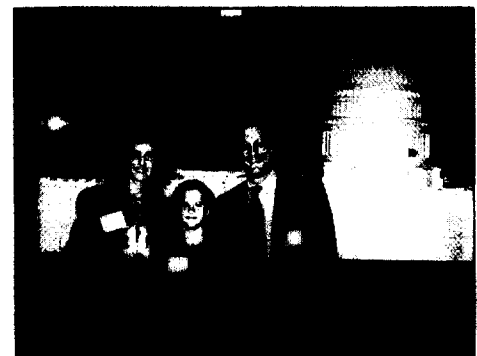
Consumer information and compliance guidelines are available.

Annual Convention

An annual gathering that offers educational workshops, opportunities to try new technology, and to meet other people with hearing loss, and more; in a communication accessible environment.

Hearing Health Care Benefit Plan

Members are offered a discount rate to belong to this plan that offers quality and cost control of hearing care services while it provides discounts on audiological assessment, hearing aids, and other substantial benefits.



State and Regional Conferences

SHHH state and regional conferences organized by local chapters and groups offer more opportunities to learn about hearing loss and to network with other people with hearing loss in your locale.

State Associations

State associations are starting to develop strong state SHHH networks to help with state outreach, advocacy, and legislative issues that affect people with hearing loss.

For the local chapter or group nearest you, contact SHHH National or below:

Hearing Loss: Here's How You Can Do Something About It!

Individual \$20 USA
 \$30 Canada/Mexico
 \$40 Overseas (Via
 Air Mail)

Professional \$30 USA
 \$40 Canada/Mexico
 \$50 Overseas (Via
 Air Mail)

Library	\$50 USA
	\$65 Canada/Mexico
	\$75 Overseas (Via Air Mail)

Non-Profit Organization \$50 USA
\$65 Canada/Mexico
\$75 Overseas (Via Air Mail)

For-Profit Organization ☐ \$100 USA
 ☐ \$135 Canada/Mexico
 ☐ \$150 Overseas (Via Air Mail)

MEMBERSHIP FORM

Mr. Mrs. -- Ms. -- Dr.

Organization Name

Address

City _____ State _____ Zip _____

Phone/TTY

Please send a gift membership to:

Mr. Mrs. Ms. Dr.

Name _____

Organization Name

Address

City _____ State _____ Zip _____

Phone/TTY

Gift Donor's Name

Contributions:

\$25	\$50	\$75	\$100
\$250	\$500	\$1000	Other

(Contributions to SHHH are tax deductible in the USA. Membership dues are not.)

Total amount enclosed: \$ _____

☐ Check (payable to SHHH) ☐ Visa ☐ MC

Credit Card #	Exp. Date
---------------	-----------

Name as appears on credit card (please print)

Signature

Date _____

Mail application to:

SHHH Membership
7910 Woodmont Avenue, Suite 1200
Bethesda, MD 20814
(301) 657-2248 Voice
(301) 657-2249 TTY



**William J.
McConeghy**
The Ohio State
University
Columbus,
Ohio



Gr. Jasper
Lowell's

Ch. Jasper
FOWLLERS



Your support of
SHHH, adds

your
voice to
an ever-
growing
number
of people
who

encourage
communication
access for
people with
hearing loss.

SHHH

Self Help for Hard of
Hearing People, Inc.

7910 Woodmont Avenue
Suite 1200
Bethesda, MD 20814
(301) 657-2248 Voice
(301) 657-2249 TTY

SHHH

July/August 1995

Journal

Self Help for Hard of Hearing People, Inc.

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Introducing

SHHH
On-Line

Public
Organization
Postage
PAID
Silverdale, MD
No. 2224

The Reasons for its Popularity are Perfectly Clear...

What has made AMERIPHONE's **DIALOGUE XL-30** the hottest amplifier telephone on the market?

Is it the oversized buttons, the bright ring flasher, the adjustable extra-loud tone ringer, the hearing aid-compatible handset, the outgoing voice amplification, or the many other fabulous features that are included in this state-of-the art amplifier phone?

Yes! All of those things. But, the number one reason for its great popularity is the way that it **sounds**.

In addition to boosting voice volume up to 30 times louder, the XL-30's advanced anti-feedback filter and Digital Signal Processor (DSP) deliver clear, natural-sounding voices, while the exclusive Frequency Screening Tones (FST) and Tone Amplification Selector (TAS) help each user to *customize* the reception, so that every word is crisp and clear. Nobody has to shout. No more missing words. We guarantee it.

So, if you're in the market for the best-sounding, best-looking, most dependable, yet affordably-priced amplifier telephone, backed by the best customer support and product service in the industry, the choice is clear. The **DIALOGUE XL-30** is the talk of every town. Hear one, for yourself.

30 DAY MONEY BACK GUARANTEE

Call now to order or for the dealer nearest you.

(800) 874-3005 VOICE (800) 772-2889 TTY
(714) 897-4703 FAX



AMERIPHONE™
Helping people communicate easier since 1977

©1995, AMERIPHONE, Inc.
Garden Grove, CA

SHHH Action

This is a column to bring issues of national importance to your attention, and, on occasion, show how SHHH represents the concerns of hard of hearing people on the national level.

Save the date for Communication Awareness Day. SHHH is working with other organizations involved in communication disorders — both consumer and professional — on the planning of a Communication Awareness Day to be held Wednesday, October 18, 1995, on Capitol Hill. The day will focus on the progress of research in human communication — hearing, balance, smell, taste, voice, speech and language.

The day will highlight the work of the National Institute on Deafness and Other Communication Disorders (NIDCD) and the importance of research to improving the quality of life for consumers with communication disorders.

The day is open to the public and will include exhibits, a luncheon, and a gala evening event. The morning of exhibits will be free; other events will involve a charge. The exhibits will combine scientific findings as well as "human" impacts with people relating their experiences and improvements in their quality of life as a result of research on communication disorders.

More information will be provided in the September/October 1995 issue of the *SHHH Journal*. If interested, you can write to SHHH and ask to be put on a mailing list for information on the Communication Awareness Day.

EEOC releases new ADA guidance defining "disability." The U.S. Equal Employment Opportunity Commission (EEOC) released in May the Compliance Manual Section 902: Definition of the Term "disability" to EEOC investigators and the public. The guidance provides information and instructions for determining whether an individual has a disability as defined by the Americans with Disabilities Act of 1990.

In announcing the release of the guidance, EEOC Chairman Gilbert F. Casellas said, "This guidance will not only give EEOC's investigative field staff another effective tool to carry out their enforcement responsibilities in a fair and reasonable manner, it will also help employers and employees to better understand their rights and responsibilities under the ADA."

The ADA defines a person with a disability as someone with a physical or mental impairment that substantially limits a major life activity, has a record of such an impairment, or is regarded as having such an impairment. The Commission believes the language of the ADA, if left alone, could be too broadly defined. To obtain copies of the guidance, write to: EEOC, Office of Communications and Legislative Affairs, 1801 L Street, N.W., Washington, D.C. 20507.

Looking at reasonable accommodations. People with disabilities who work for the government may be eligible for authorization to work from their home. Flexiplace, with the necessary "reasonable accommodations" provided, including the installation of government telephone lines, is increasingly popular. The Treasury, Postal Service, and General Appropriations Act, 1995, PL 103-329, 108 Stat 2422 (September, 30, 1994), authorizes installation of telephone lines and necessary equipment, and payment of monthly charges in any private residence or private apartment of an employee who has been authorized to work at home in accordance with guidelines issued by the Office of Personnel Management.

The head of the department, division, bureau, or office must certify that adequate safeguards against private misuse exist, and that the service is necessary for support of the agency's mission. Similar legislation has been enacted every year since 1991. This legislation supersedes Section 1348 of Title 21 US Code, which prohibited federal agencies from paying for telephone installation and service in private residences with appropriated funds.

Consensus on cochlear implants. Executive Director Donna Sorkin represented the interests of hard of hearing people at the 100th National Institutes of Health Consensus Development Conference on Cochlear Implants in Adults and Children. Scientists and physicians from all over the world, as well as consumer organizations concerned with hearing loss, provided information at this important meeting which culminated in the development of a consensus position. For a copy of the SHHH statement, please send a self-addressed envelope (with two stamps) to SHHH National. Request "Cochlear Implant Statement."

Action alert! The House of Representatives Subcommittee on Labor, Health and Human Services, and Education Appropriations is now working on funding decisions. One of the affected programs of special interest to SHHH members is the Individuals with Disabilities Education Act (IDEA). The IDEA is the primary vehicle for encouraging appropriate educational opportunities for children with hearing loss. For children in mainstreamed schools, IDEA provides funds for technology and special services like audiologists and speech pathologists. Further, IDEA is the single largest source of federal funding for captioning of television programming. IDEA programs face cuts in funding, or even possible elimination.

What to do: If your Congressional representative is on the subcommittee listed below, please generate as many letters, calls, and faxes as possible. Explain how important free, appropriate education is to people with disabilities. Give personal accounts if possible.

If your representative is not on the subcommittee, please write Chairman Porter and Ranking Minority Member David Obey and send copies to your own representative urging them to let Congressmen Porter and Obey know of your support.

Appropriations Subcommittee on Labor, HHS, and Education

Republicans

John Porter (IL), Chair
C.W. "Bill" Young (FL)
Henry Bonilla (TX)
Ernest Istook (OK)

Jay Dickey (AR)
Frank Riggs (CA)
Roger Wicker (MS)

Democrats

David Obey, (WI)
Louis Stokes (OH)
Steny Hoyer (MD)

Nancy Pelosi (CA)
Nita Lowey (NY)

Address your letter to:
The Honorable (name)
U.S. House of Representatives
Washington, D.C. 20515

Correction for May/June 1995 SHHH National Action:

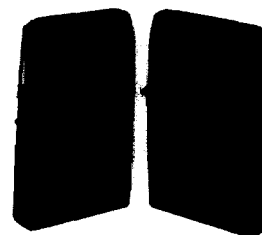
Funding for the National Institute on Deafness and Other Communication Disorders (NIDCD) does not come under the IDEA legislation. COR gave testimony supporting an appropriation of \$231 million for biomedical and behavioral research for the NIDCD at the same time that they were testifying for appropriations for IDEA, but the two are not connected. NIDCD is one of the National Institutes of Health (NIH). Activities of the NIDCD include: investigation of the causes, identification, treatment, and prevention of deafness and communication disorders through the support of research in such areas as biochemistry, molecular biology, molecular genetics, audiology, and speech-language pathology; research into the evaluation and use of technology and devices (including hearing aids and other communication aids) for treatment and rehabilitation of deafness and communication disorders; research on deafness and other communication processes in children and the growing elderly population; and research on the effects of environmental agents, particularly noise exposure, that influence communication processes.



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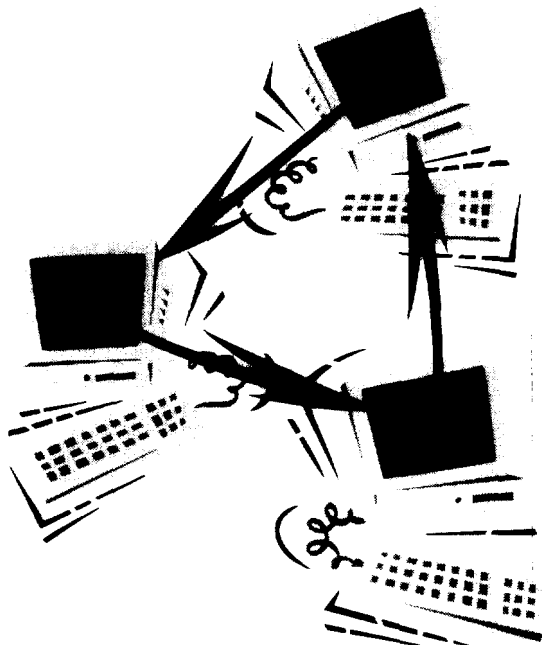
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SHHH On-Line with GENie

An Introduction to the Information Superhighway



SHHH has its own home on GENie, one of the country's leading online services. Find out how you can join the information highway of hearing loss.

Prime Time and 9600 Baud surcharges are waived for SHHH members using the SHHH123 offer code. Charges for premium services still apply.

by Nancy W. Macklin

While glancing through the pages of some of today's most popular magazines, many of us have probably seen the headings, "Cyberspace," "Surfing the Net," or "The Exciting World of Online Services." There is an abundance of information out there today encouraging people to use the tools on the information superhighway to help them work more efficiently, have fun in new ways, and open a whole new world of information, products and services previously unknown to them.

The time has arrived for Self Help for Hard of Hearing People, Inc., to hop on the info-highway bandwagon with its own new service, SHHH On-Line.

As of June 1, 1995, SHHH has its own "home" on GENie, one of the country's leading online services providing access to general news, sports, financial services, electronic mail (e-mail) and much more. Through GENie, SHHH members have access to a customized area, SHHH On-Line, which contains information specifically for people with hearing loss.

But before we get into too much detail and lots of buzzwords, let's start from the beginning with an introduction into an exciting new world.

What is an Online Service?

Using telephone lines, an online service allows people to use personal computers equipped with a modem to receive a vast array of

information from other computers. Basically, all you need is a computer, a modem and a telephone line, and you're practically ready to go.

Today, more than six million people are using online services, and that number is expected to grow significantly over the next decade. For most people, dialing into an online service usually involves a local telephone call through your modem. GENie has hundreds of telephone numbers available to users across the U.S. and overseas. Depending on the speed at which your modem is running — 2,400 or 9,600 — there is probably a local telephone number suited for you. (Effective August 1, 1995, GENie will support 14,400 through SprintNet.)

Online services contain a wide variety of information on subjects ranging from business and career information, news, sports, travel, games, and research and reference services. There are plenty of features and services tailored to every user out there with every kind of hobby or interest imaginable!

What is GENie?

GENie, a division of General Electric Information Services (GEIS), is a leading provider of consumer online services. Established in 1985, GENie continues to be a major player in the online world today. Now, GENie is demonstrating its commitment to SHHH by giving SHHH members an online service with unique and valuable content, and which will make a positive difference in the personal and business lives of SHHH members.

In the February 1995 issue of PC Magazine, GENie was rated as an excellent source of general information. GENie received marks of good or excellent for subjects including investing and finance, reference materials, hobbies and leisure, news and weather, business and career, travel, online shopping, sports, and games.

SHHH On-Line

As a member of SHHH, you have access to timely information about SHHH programs, issues and subjects dealing with hearing loss in the SHHH On-Line area. Members can use the bulletin boards to communicate thoughts and questions

to other SHHH members on a variety of subjects including technology, employment, and legislation. The software libraries house many past SHHH *Journal* articles, SHHH position papers, technical resources, and other large text files ready for downloading.

One of the most exciting features of the new service is the ability to communicate in "real time" with other members and friends in the SHHH On-Line Real-Time Conferences. Regularly scheduled discussions on a variety of topics will be held and, of course, informal chats with friends across the country are welcome.

While the service holds a wealth of information just for SHHH members, "public" areas may be accessed by GENie members-at-large. For example, a GENie member wanting to find information on organizations for people with hearing loss could enter the keyword "hearing loss" and be directed to the SHHH On-Line. Here the person will find general information about SHHH, its mission, programs, publications, and membership benefits.

Other GENie RoundTables

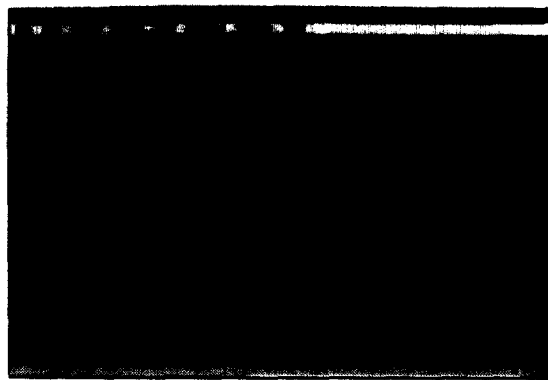
GENie RoundTables, similar to clubs, are where you can get together with other people like yourself to share ideas, take part in nightly real-time conferences, read and leave messages for other users, and download software from our libraries of more than 200,000 files.

There are RoundTables devoted to such topics as food and wine, photography, home office/small business, current affairs, electronics, military, White House and gardening. If you're new to GENie and/or online services, do not worry — just visit our New Members RoundTable first, which will let you practice.

GENie E-Mail

Electronic mail, or e-mail, enables you to send messages, letters and even attach documents to other users on GENie. Using the GENie Internet mail feature, you can also send messages to your friends and co-workers on the Internet or other online services at no extra cost.

GENie Mail is easy to learn, fun to use and simple to get hooked on! It



works 24-hours-a-day, and your computer does not have to be turned on for you to receive a message.

Chat

Whether you prefer a small intimate group or a large, general discussion, GENie chat lines let you talk in "real time" with other users across the country. Once you have logged on to GENie, all you need to do is move to the Chat area and start "talking." You can talk to just one person at a time or you can have a conversation with 50 people in a GENie "Chat Room."

"Click on" the icon for Medicine and Science where you'll find the SHHH On-Line Round Table. You can also access travel, mail, the Internet and more.

Shopping

You can actually shop on GENie at more than 40 stores in the GENie mall, including Lands' End, KEH Cameras, Pennywise, and Gimmee Jimmy's Cookies. All you need is a will to shop and a credit card, and you can do much of your shopping online. At the same time, you can also plan your travel arrangements on GENie with the American Airlines EAASY SABRE travel service. Visit the travel RoundTable first for some advice on where your next trip might be and then head over to EAASY SABRE and check out flight availability, schedules and prices for your next trip.

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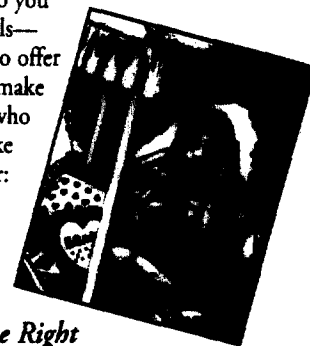
It's the one number that can connect you with anyone... anytime... anywhere! Sprint offers voice carryover so you

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even if you have hearing loss or deafness. We also offer hearing carryover for the speech disabled. So go ahead, make that call today—there's someone very special out there who would just love to hear from you today. If you would like more information, call Sprint's Customer Service Center: 1-800-676-3777 (TT/Voice).



Our Long Distance Relay Service Makes All the Right Connections for You 24 Hours a Day, 365 Days a Year.



SHHH California Board Nominations

Deadline: October 5, 1995

Applications are invited for people to serve as one of seven board members of the SHHH State Association for California. Any resident of California who is hard of hearing and a member in good standing of SHHH National may apply.

The term of office is three years. At least two all-day meetings per year will be held for which some travel will be reimbursed.

To receive an application contact your local chapter or group president, or send a self-addressed envelope to:

SHHH California Nominations

Joan Ireland, Secretary

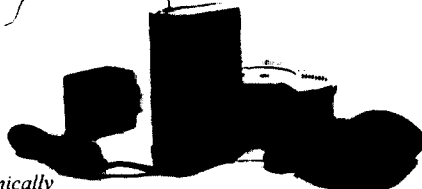
12381 Horado Road, San Diego, CA 92128

Applications must be postmarked on or before October 5, 1995.

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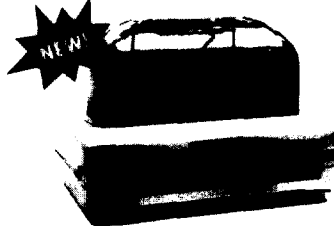


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There are many other services on GENie designed to stimulate your interests and broaden your knowledge. You can invest your money with Charles Schwab Brokerage Services, search hundreds of databases including Dun & Bradstreet's Company Profiles, and connect through GENie to the Internet! GENie's Internet area has been called one of the best areas online for people to learn, practice and use the Internet.

So How Do I Get On?

Signing on is easy! If you are an SHHH member, you can get your free GENie disk — for Windows or Macintosh — by calling GENie client services at (800) 638-8369 (voice) or (800) 238-9172 (TTY). Just identify yourself as an SHHH member using Offer Code SHHH123 and a GENie representative will send you a start-up kit.

Should you have any questions, please call Nancy Macklin at SHHH National (301) 657-2248 Voice; (301) 657-2249 TTY. Soon you will be surfing on SHHH On-Line! ☐



Nancy W. Macklin is a member of the SHHH National staff and has served as the business manager and liaison to the SHHH board of trustees since April 1992. She is the SHHH National contact for SHHH On-Line.

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Diagnosis: Hearing Loss

Mothering a Child with Hearing Loss



Anne and Gregory

Parenting a child with hearing loss demands much and is an extremely complex task. Here are one mother's insights. She hopes it will provide some guidelines to help parents to meet the challenges of raising a child with a hearing loss.

by Anne M. Toland

Six mothers, including myself, gathered together to chat about our new babies. Only one was a "new" mother, Anne, who was all ears to learn the ropes of motherhood. The other mothers gladly offered advice and support as they untangled the new mother's infant from that contraption called a snugly.

Most of the babies that day were doing what babies do best — crying, and the mothers were doing their best to comfort them. One experienced mother commented, "Isn't it amazing how they quiet down when they hear your voice." Anne was disconcerted as she noticed her child, Gregory, did not seem to respond to her voice. She thought she must have a lousy voice.

One day, a few weeks later, when Anne went to check on Gregory during his usual nap time, she found him lying in his crib, loudly protesting his nap. He kept the racket up much longer than she could tolerate. Anne spoke softly at first to reassure him, but then gradually raised her voice. Yet Gregory kept his back to her, not acknowledging her presence. Anne crossed the room and touched his back. Gregory startled, prompting an alarming thought in Anne. She suspected he could not hear.

Nowhere on earth was as noisy as Gregory's household in the ensuing weeks. Pots and pans were banged, bells rung, the TV and radio boomed, and every toy imaginable

squeaked. The pediatrician was summoned, and he too clapped his hands and stomped around. Yet Gregory was very inconsistent in his response to sound. Then the fateful day came when the suspicion was confirmed; the diagnosis — hearing loss.

Gregory is my child. I was that new mother mentioned above. I have deliberately written this (or, most of it) in the third person to keep it as broadly relevant as possible, with the emphasis more on learning and coping, and not so much on my emotions. But, the result, I know, reflects both my clinical evaluations and my feelings as Gregory's mother.

The Process Begins

Gregory was taken to an audiologist who ushered him and his parents into a soundproof booth. They sat at a small table with two huge loudspeakers alongside it. Just in front of them was a window which provided a view of a smaller room with much electronic gadgetry. A young woman sat within this room wearing headphones and operating the controls. She presented a variety of sounds and observed Gregory's responses. If Gregory blinked, smiled, or turned at all to the source of the sound, a little clown was to beat the drums. The sounds grew very loud and the warbled tone vibrated the entire room, but the drum roll never came.

Anne calmly asked the audiologist, "Just how reliable and valid are these tests?" The audiologist politely indicated that this was simply a screening measure and that much more valid data could be obtained from the ABR (auditory brainstem response test).

One week later, Gregory and Anne returned for his ABR. Instructions were given to Anne to rock him to sleep. In theory, the technician was to put electrodes on this sleeping infant's head to measure brain wave activity in response to a series of clicking noises presented by way of headphones. If only real life were as simple as theoretical notions! Each time Gregory fell asleep, he would awaken a few minutes later only to bat at and knock off the electrodes and headphones. This pattern con-

tinued for an hour or so before a drug was administered to ensure he remained asleep. The clicks were then presented in graduated degrees of loudness. The people in the room could hear many of these clicks even without the headphones on, all except for one person, Gregory. His brain waves showed no response to mostly all of the sounds presented in both ears.

The audiologist next provided much information to both parents as Gregory serenely slept. Yet, the mother only heard a single voice. It started as a whisper and grew to such an intensity that it drowned out everything else that was being said. The same message was being repeated: *He can't hear*. The mother could not intelligibly respond to the audiologist's statements. The screaming message continued unabated. All she could muster up to ask was who specialized in children with hearing loss.

The woman was in shock. As a psychologist, I know that look only too well. She was oblivious to what was going on around her. The pupils of her eyes did not contract or dilate. She was not aware that the radio was playing only static nor did she realize that the temperature was rising to over 100 degrees.

She was on automatic pilot as she drove home from the hospital with her child. I just happened to see her that day...her anguished face reflecting back at me in the rear view mirror.

Demands on Parents

The next few weeks were a blur. Family and friends were informed about Gregory, and they provided much support, encouragement and guidance. Both of Gregory's parents became involved in a frenzy of activity. His father wrote to every agency or group associated with hearing loss, and began making con-

tacts with hard of hearing and deaf adults. The mother was reading any and all material she could find about hearing loss, and tried to apply this information to Gregory to help him develop language and speech. She also sought out advice from other parents of children with hearing loss and from several experts on hearing loss (including SHHH).

Much more was expected of parents of children with hearing loss. A repeat of the medical tests was deemed necessary given the serious nature of the diagnosis of bilateral sensorineural profound hearing loss in a prelingual child. A host of other tests were ordered which included blood tests, CAT scans, genetic testing, and endless trips to audiologists for a proper fitting of hearing aids. Coordinating all these tests while holding down a full-time job and running a household required a juggler's skill. Another pressing demand was figuring how to cover the cost of these medical services. To be adequately prepared for this challenge, insurance companies and governmental agencies would first have to hire interpreters to translate their manuals; and, secondly, schools would have to offer crash courses on creative financing. Like most parents of children with disabilities, I went on the "installment plan" and also worked extra hours to pay these bills.

Available early intervention services and educational options also needed to be explored. This exploration leads parents into the maze of the educational system which resembles the Mario Brothers video game. I, for one, have never been all that successful at this game — being quickly killed off before ever getting out of the first land. To avoid a quick demise, it is imperative that parents establish a contact person from their school district and also hook up with other parents of children with hearing loss. Know the law inside and out. Also remind yourself that you are the most important advocate for and expert on your child. Get ready to fight for necessary and related services for your child and family. Use Dan Simmons (SHHH *Journal* author and parent of a daughter

How SHHH Members Can Help Parents of Children with Hearing Loss

by Anne M. Toland

Thank you, SHHH, for helping Gregory! I would like to recommend the following ways that SHHH members can be valuable resources in their communities to parents and children.

- Teach and assist with the use of hearing aids and other assistive devices.
- Inform parents about professionals and facilities that serve as resources for people with hearing loss.
- Wear your hearing aids with pride and be good role models. Young children with hearing loss are thrilled to see adults who are wearing hearing aids, and often point to and are drawn to such adults. Kids like to talk about and often copy the pattern of an older hearing-aid user. For instance, Gregory learned his nightly ritual of caring for his aid from an older SHHH member.
- Offer tips to ease communication between the parent and the child, such as talk in the same room, don't shout, or stand in the light, etc.
- Provide a limited amount of reading material for the parent to become more educated about hearing loss. Let the parent know which material will be most helpful and when. Parents often get inundated with information and get overwhelmed as a result.
- Offer to assist the parent in practicing speech therapy lessons.
- Remind the child and the parent that the hearing loss is only one aspect of the child, and certainly is not the most important one. If you can appreciate and enjoy all aspects, most of your dreams for your child will be realized.

SHHH has publications for parents in its 1995 SHHH Publications Catalog which includes reprints of the SHHH *Journal* articles by Dan Simmons and others. For a free catalog, send a self-addressed, stamped envelope to: SHHH Publications Catalog, 7910 Woodmont Avenue, Suite 1200, Bethesda, MD 20814.

with hearing loss) as your model. Just remember, if he could get rugs and acoustically-treated rooms for entire schools, you can get a little something. Note, we were successful in our fight to get speech therapy and sign language classes. Remember, support is out there. Turn to SHHH for example.

Sign Language Versus Oral Skills

Shortly after learning your child has a profound hearing loss, the parent is forced into making a decision to emphasize sign language or oral communication. Unfortunately, the parent is in the worst shape possible to make such a decision and there is great controversy surrounding this issue. The hearing parent is highly emotional at this time and typically is poorly educated about hearing loss. The professional community offers little help as their advice is extremely conflicting.

Professionals basically have formed two camps which are at war. One camp claims that sign language will offer true communica-

tion; that the deaf person is afforded the opportunity to receive clear messages/information, and has total freedom of expression which will help him be better understood and get his needs met. The oral-only proponents claim that spoken English will be the ticket to a wider range of relationships, higher paying jobs, and a vast array of life activities. Each camp attempts to convince the parent not only that their way is the only correct approach to greatly benefit the child, but that the other option will lead to dire consequences for the child and his future. The battle lines are clearly drawn, and pity the parent who wishes to be open-minded or flexible by adopting both approaches. Both camps will then disown you, and basically treat you as a lost soul who someday might see the true light.

I am afraid I am still one of the lost souls. My decision was to maximize both options — sign language and oral communication — for Gregory. When he was five months

old, he and I were first exposed to sign language. American Sign Language (ASL) has been an extremely difficult language to learn fully, but most parents can get by with just building their vocabulary. The deaf community is more than willing to provide the deaf child with sentence structure, grammar, etc. My advice to parents is to not get tangled up in the academic argument of whether to use ASL, pidgin, or Signed Exact English (SEE). Just take any sign language class and build a sign vocabulary. I have no regrets about learning to sign: it clearly has given me a stronger, more positive bond with my son. Both of us are now proficient using sign language.

In regard to oral skills, Gregory has been involved with speech therapy two times per week since he was 18 months old. His therapists have used much of the Ling methodology. We (Gregory's parents) had to go to court to obtain speech therapy services, but it was well worth the fight. Gregory, now

ADVERTISEMENT

Effective Telephone Communication

By Joseph W. Marin, B.S.,
B.A., M.S.

One of the most frustrating things I deal with is trying to get someone with a severe or profound loss to be able to understand sufficiently on the telephone to carry on a conversation. And I'm usually trying to help them by phone! Even when a particular telephone amplifier has adequate volume, in many cases it does not provide enough high frequency boost for word clarity and understanding.

Severe to Profound Loss, 85-100+ dB: With very severe to profound losses, it is mandatory to use hearing aid's with T-switches for telephones and assistive listening devices so that you can use the amplification of your hearing aid(s), which presumably has been optimized for your particular loss. You must insure, however, that your T-coil circuit is effective and operating correctly.

Moderate To Severe Loss, 60 To 85 dB: In many instances it is more comfortable and more effective to be able to use the telephone directly, without the use of a hearing aid. In this case, a good telephone amplifier is required. With mild to moderate losses, this is not a problem. However there are many people with a moderate to severe loss who are marginal. They have been able to hear using an amplifier in the past but are now having problems. I hear from them by the scores, and get frustrated trying to get them the right product. However, there may be good news.

Unique Telephone Amplifier Now Available. I have tested a very interesting amplifier recently. It does two things that were missing but sorely needed in a telephone amplifier: It gives you the capability of seperately adjusting the amplification of six voice frequency bands, from bass to treble, thus tuning the amplifier for your particular loss; and it also allows the

use of a neckloop or silhouette, cochlear implant adapter cord, or headphones. You can then listen with BOTH ears, a major advantage. The amplifier provides a 120 dB SPL sound output through the telephone receiver. Using headphones it has a 130 dB SPL output. That's LOUD. The device is the **Model 1693 amplifier** made by Hearsay Corp. and costs well under \$200. I believe it will make a significant difference for people with moderate to severe hearing loss now using telephone amplifiers but not hearing too clearly.

Mr. Marin, formerly with Bell Telephone Laboratories, has a severe hearing loss. He is president of General Technologies which has some unique assistive devices. He can be reached for more information or a FREE CATALOG at:

1-800-328-6684

Or you may write to General Technologies, 7415 Winding Way, Fair Oaks, CA 95628-6701.

three and a half, is speaking four or five word sentences which are fairly intelligible to any listener.

Most important: Parents, please take the "deaf challenge" — for every speech therapy session your child endures, match it with a sign language class for yourself.

Hearing Aids and Earmolds

Two black boxes lay open for viewing. Both were lined with plush velvet and had contents as eerie as any corpse. I approached timidly and was especially reluctant to touch them. Finally, I got my nerve up and lifted one of the hearing aids out of its box.

Little did I know that the real contest was ahead of me: getting these aids to stay on my infant son. The first obstacle was the earmold itself which I can only laugh at now. My son did an acrobatics act while they tried to insert the wax-like substance into his ears for the purpose of creating an ear mold. When they finally were successful at getting the substance in, Gregory would pull on the threads knocking it out. Hercules was finally called in to subdue my son to get the procedure done.

Skeleton molds arrived, followed by a series of molds made of hard plastic. One pair of molds sent were very large — about the size of my own ear canal. Being a novice, I unsuccessfully attempted to get these into my son's ears, and we listened to feedback for several hours before calling the audiologist. Finally, soft plastic molds with short tubing were offered which saved my sanity. These were easy to insert and fit snugly, minimizing feedback. A local SHHH member was invaluable in coaching me how to insert the molds and operate the aids properly.

The next battle was to keep these aids and molds attached to Gregory's head. He, like most children, did not appreciate having hearing aids stuck in his ears. I swear he developed excellent fine-motor skills by inventing ways to get these out of his ears from all possible angles.

Many approaches were employed to help Gregory accept the aids. Early intervention workers

continued on next page

New for Speechreaders

I See What You Say

by Mary Kleeman

Hearing Visions, 1994

Video - 54 minutes, Manual - 60 pages

P.O. Box 16040, San Luis Obispo, CA 93406

\$49 for manual and video, includes shipping

Reviewed by Marjorie Boone

Speech pathologist Mary Kleeman has produced a do-it-yourself speechreading program for adults experiencing hearing loss. The program materials consist of a videocassette and a 58-page manual of instruction and practice. *I See What You Say* is imaginative, easy to follow, and enjoyable.

The program begins with guidelines on how to talk — hearing person to hard of hearing person — and how to set the stage to facilitate speechreading. Next is a self-administered quiz to test pre-program speechreading ability. The major section presents Phonemes, individual speech sounds of consonants and vowels grouped according to the mouth movements they entail.

Author Kleeman has an original system for identifying these Phoneme "families," giving them titles such as "Pinchers," "Lip biters," "Teethy," etc. At first, these titles are confusing to the student; however, by following the video presentation and examples in the manual, they can be sorted out. The student next turns to the manual for solo practice of word lists and phrases for each Phoneme group, after which a partner must be sought to voice the words and phrases.

The final sections of the program are a return to the video for a series of exercises, such as "Trivia" (questions and statements emphasizing cue words), short stories with quizzes stressing how to sort out crucial information, and humor. These are spoken on the video by a variety of people, offering exposure to many different personal speech patterns.

Five SHHH members who had previously attended speechreading classes were asked to view and comment on this program. Their conclusion: on the whole, good, fun and challenging. We felt it is much better practice for one person alone than with a group. We liked the variety of exercises and of speakers.

The speakers are so different: some speak fast, some slower, some in high voice, some in low. In the section presenting Phonemes, the terms are original and were unknown to us, but after using them we found them clever. Although this program is not as comprehensive as some others, we feel a person who pursues this diligently and persistently can improve his or her speechreading skills.

Marjorie Boone is an SHHH member and a regular columnist for the SHHH Journal.